

COMMISSIONERS
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0000094802

ARIZONA CORPORATION COMMISSION

March 23, 2009

To: Docket Control

ORIGINAL

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227

Please docket the attached 4 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

MAR 24 2009

DOCKETED BY	<i>mn</i>
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2009 MAR 24 A 10:15
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 - 77570

Date: 3/16/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Tom **Last:** Leonard

Account Name: Tom & Ines Leonard

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ **Zip:** 85646

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

3/16/09 THROUGH CHAIRMAN MAYES OFFICE Cc'd Commissioner Newman's, Kennedy's, Stump's and Pierce's office.

TUBAC WATER DISTRICT

From: [REDACTED]
Sent: Friday, March 13, 2009 3:07 PM
To: Mayes-WebEmail; Newman-Web; Kennedy-Web; Stump-Web; Pierce-Web
Subject: Re Docket #W-01303A-08-0227

Ladies and Gentlemen: I am a customer in Tubac and am asking that a raise in our water rates be reconsidered and put aside until either the present monetary problems pass or a less expensive way to provide pure water is resolved. Most if not all of our incomes have been compromised and your rate raise will work a great hardship. In fact, if the new rate comes about you will lose customers as we will begin to dig neighborhood wells. You are already shipping us poisoned water (arsenic) which you have failed to alleviate for all the years we have known about the water levels. Most of us spend a great deal of money on bottled water as it is to reduce the risk you are causing. To raise the rate would add insult to injury.

Thanks for listening.

Tom and Ines Leonard

Tom and Ines Leonard
[REDACTED]

To see Ines' oils access Inespastorleonard.com
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Good afternoon Mr. Tom and Ines Leonard,

My name is Alfonso Amezcua, I was assigned to respond to your email regarding the Arizona American Water Company proposed rate case. I have attached a copy of the Agenda for the Public Comment meeting that will be held on Wednesday March 18th 2009 at 1:00 P.M. in Tubac.

Your email regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 ext 0842.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 3/16/2009

Opinion No. 2009 - 77570

March 13, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Docket No. W-01303A-08-0227 and SW-01303A-08-2007


Dear Commissioners,

We live in Sun City West, Arizona and are appalled by the ridiculously high rate increase requested by AZ/AM Water. We are retired on a fixed income and do not have any extra income to pay an increase of 79.96% in water rates.

Please protect us by drastically slashing the rate increase you allow AZ/AM Water to have. Az/Am Water is asking for a 500% increase in operating income at a time when we and the entire country is in a financial mess. Your assistance will be greatly appreciated by us and all of the residents here in Sun City West, AZ.

After retirement we moved to this beautiful state from CA. We have always been very water conscious and will continue to be so. Please reconsider you rate increase.

Thank you,


Gwen and Jon Diebold
13950 W. Rico Drive
Sun City West, AZ 85375

March 16, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

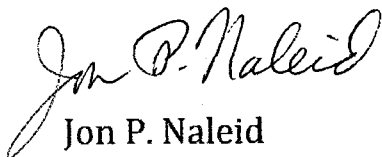
Docket No. W-01303A-08-0227 and SW-01303A-08-2007


Dear Commissioners,

We live in Sun City West, Arizona and are concerned by the tremendous high rate increase requested by AZ/AM Water. We are retired on a fixed income and will be financially pressed to pay an increase of 79.96% in water rates.

Please consider drastically slashing the rate increase you grant to AZ/Am Water. AZ/Am Water is asking for a 500% increase in operating income at a time when the residents of Sun City West and the entire country is in an economic downturn. Your assistance will be greatly appreciated by all of the residents in Sun City West including us.

Sincerely


Jon P. Naleid


Helen J. Naleid

Jon P. Naleid
13934 W Summerstar Dr.
Sun City West, AZ 85375

JOSEPH C. & JOAN M. BYRNE
21222 NORTH AURORA DRIVE
SUN CITY WEST, AZ 85375

March 14, 2009

Arizona Corporation Commission
1200 W. Washington St., Room 1
Phoenix, AZ 85007

Re: Docket #SW-01303A-08-0227

Gentlemen:

It is our understanding that the AZ/AM Water Company is asking for an exorbitant rate increase for Sun City West residents.

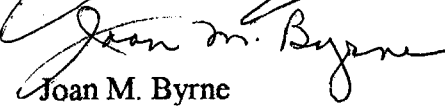
This is being done at a time that our residents are suffering financially from the current economic conditions. Many of the residents are either on fixed incomes and/or have suffered devastating reductions due to current market conditions. Many of our residents will not be able to stay in their homes if another shoe drops because of this increase.

I am wondering if the Commission has taken a good look at the salaries, etc. of the water company's employees. Are they excessive? Do they have hidden benefits? Will they take the same hit that our elderly residents will?

Please take all of this into consideration when reviewing the proposed rate hike.

Sincerely,


Joseph C. Byrne


Joan M. Byrne